

Exhibit

2

PRINT**WEEKLY TRACKING - QTR VIEW**

As of MARCH 31, 2013

CLOSE

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST 1

Click to Sort Dates

MONTHLY AVERAGES

Data	QTR MONTH											
	2012Q1	2012Q2	2012Q3	2012Q4	2013Q1							
	QTR				JAN13		FEB13		MAR13		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
<i>Inventory (#)</i>	256	242	281	339	347		372		381		367	
<i>Recoveries (#)</i>	10	11	8	13	15	15	18	14	11	14	15	14
<i>0-12 Mos</i>	8	6	6	9	11	11	11	10	6	10	9	10
<i>13-24 Mos</i>	1	3	1	3	3	2	5	2	2	3	3	2
<i>25-36 Mos</i>	1	1	0	2		1	1	1	2	1	1	1
<i>37-60 Mos</i>	1		1		1	1	1	1		1	1	1
<i>61-120 Mos</i>		1				0		0	1	0	0	0
<i>121 + Mos</i>						0		0		0		0
<i>Recovery - Total</i>	10	11	8	13	15	15	18	14	11	14	15	14
<i>Recoveries / Day</i>	0	1	0	1	1	1	1	1	1	1	1	1
<i>Actual to Plan %</i>	118.3%	126.5%	78.1%	86.7%	101.9%	100.0%	130.4%	100.0%	77.5%	100.0%	103.0%	100.0%
<i>Paid Reopens **</i>												
<i># Reopen</i>	0	1	1	1	2	1		1	2	1	1	1
<i>Rate %</i>	3.2%	12.1%	16.7%	10.0%	13.3%	8.2%		7.8%	18.2%	8.4%	9.1%	8.1%
<i>LAR - Current</i>												
<i># Decisions</i>	23	20	35	39	56	36	35	49	45	51	45	45
<i># Approvals</i>	19	16	30	33	54	30	29	40	39	42	41	37
<i>LAR - Total %</i>	82.4%	83.1%	85.6%	85.3%	96.4%	82.5%	82.9%	82.5%	86.7%	82.5%	89.7%	82.5%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilitys only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000001

PRINT**WEEKLY TRACKING - QTR VIEW****As of MARCH 31, 2013**

CLOSE

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

Click to Sort Dates

MONTHLY AVERAGES

Data	QTR				MONTH							
	2012Q1	2012Q2	2012Q3	2012Q4	2013Q1							
	QTR				JAN13		FEB13		MAR13		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
Inventory (#)	36,060	35,872	35,794	35,524	35,433		35,379		35,356		35,389	
Recoveries (#)	337	319	310	300	284	295	314	269	301	282	300	282
0-12 Mos	233	214	213	203	212	202	230	185	218	192	220	193
13-24 Mos	53	60	55	55	32	49	39	45	46	48	39	47
25-36 Mos	23	16	18	16	16	19	13	17	10	18	13	18
37-60 Mos	15	18	10	14	13	13	14	11	12	12	13	12
61-120 Mos	7	6	7	7	6	7	10	7	9	7	8	7
121 + Mos	6	5	6	3	5	5	8	5	6	5	6	5
Recovery - Total	337	319	310	300	284	295	314	269	301	282	300	282
Recoveries / Day	16	15	15	15	13	13	16	13	14	13	14	13
Actual to Plan %	104.7%	102.2%	102.2%	104.4%	96.3%	100.0%	117.2%	100.0%	106.7%	100.0%	106.4%	100.0%
<i>Paid Reopens **</i>												
# Reopen	49	38	26	42	43	39	34	35	31	36	36	37
Rate %	14.4%	11.9%	8.5%	14.1%	15.1%	13.1%	10.8%	12.9%	10.3%	12.9%	12.0%	13.0%
<i>LAR - Current</i>												
# Decisions	711	715	709	635	735	650	661	666	683	682	693	666
# Approvals	582	594	574	518	627	537	561	550	558	563	582	550
LAR - Total %	81.9%	83.0%	81.0%	81.7%	85.3%	82.5%	84.9%	82.5%	81.7%	82.5%	84.0%	82.5%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilities only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000002

PRINT**WEEKLY TRACKING - QTR VIEW**

As of MARCH 31, 2014

CLOSE

Click to Sort Dates

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST 1

MONTHLY AVERAGES

Data	QTR MONTH				2014Q1							
	2013Q1	2013Q2	2013Q3	2013Q4	JAN14		FEB14		MAR14		QTD	QTR
	QTR				JAN14		FEB14		MAR14		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
Inventory (#)	367	395	411	380	339		400		410		383	
Recoveries (#)	15	14	13	12	15	14	6	15	16	15	12	14
0-12 Mos	9	10	8	9	11	10	5	10	8	10	8	10
13-24 Mos	3	4	2	2	2	3		3	3	3	2	3
25-36 Mos	1			0		1		1	3	1	1	1
37-60 Mos	1		1	0		1		1	2	0	1	1
61-120 Mos	0		1	0	2	0		0		0	1	0
121 + Mos						0	1	0		0	0	0
Recovery - Total	15	14	13	12	15	14	6	15	16	15	12	14
Recoveries / Day	1	1	1	1	1	1	0	1	1	1	1	1
Actual to Plan %	103.0%	92.2%	88.5%	96.2%	110.9%	100.0%	41.2%	100.0%	107.9%	100.0%	86.2%	100.0%
<i>Paid Reopens **</i>												
# Reopen	1	2	1	1		1	1	1	6	1	2	1
Rate %	9.1%	11.9%	7.5%	5.4%		8.4%	16.7%	7.2%	37.5%	7.6%	18.9%	7.7%
<i>LAR - Current</i>												
# Decisions	45	37	40	28	34	30	37	29	40	34	37	31
# Approvals	41	32	35	25	31	25	34	24	37	28	34	25
LAR - Total %	89.7%	85.7%	88.2%	88.1%	91.2%	83.0%	91.9%	83.0%	92.5%	83.0%	91.9%	83.0%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilities only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

KNUTH-MS-WKLYTRACKINGIDI-000003

CONFIDENTIAL

PRINT**WEEKLY TRACKING - QTR VIEW**

As of MARCH 31, 2014

CLOSE

Click to Sort Dates

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

MONTHLY AVERAGES

Data	QTR MONTH											
	2013Q1	2013Q2	2013Q3	2013Q4	2014Q1							
	QTR				JAN14		FEB14		MAR14		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
<i>Inventory (#)</i>	35,389	35,206	34,988	34,845	34,721		34,688		34,726		34,712	
<i>Recoveries (#)</i>	300	291	288	292	269	293	269	268	329	291	289	284
<i>0-12 Mos</i>	220	202	207	206	200	203	182	186	236	206	206	198
<i>13-24 Mos</i>	39	45	40	46	39	49	51	46	60	46	50	47
<i>25-36 Mos</i>	13	17	18	16	9	16	11	14	21	16	14	15
<i>37-60 Mos</i>	13	11	12	10	5	13	11	10	6	11	7	11
<i>61-120 Mos</i>	8	9	7	7	4	7	8	7	2	7	5	7
<i>121 + Mos</i>	6	6	4	8	12	5	6	5	4	5	7	5
<i>Recovery - Total</i>	300	291	288	292	269	293	269	268	329	291	289	284
<i>Recoveries / Day</i>	14	14	14	14	12	13	13	13	16	14	14	14
<i>Actual to Plan %</i>	106.4%	101.6%	101.0%	105.0%	92.0%	100.0%	100.8%	100.0%	113.0%	100.0%	102.0%	100.0%
<i>Paid Reopens **</i>												
<i># Reopen</i>	36	41	33	36	40	36	41	32	50	33	44	34
<i>Rate %</i>	12.0%	14.2%	11.3%	12.2%	14.9%	12.2%	15.2%	12.0%	15.2%	11.5%	15.1%	11.9%
<i>LAR - Current</i>												
<i># Decisions</i>	693	627	664	628	703	647	658	638	660	644	674	643
<i># Approvals</i>	582	521	555	537	601	537	563	530	548	534	571	534
<i>LAR - Total %</i>	84.0%	83.1%	83.6%	85.4%	85.5%	83.0%	85.6%	83.0%	83.0%	83.0%	84.7%	83.0%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilities only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000004

PRINT**WEEKLY TRACKING - QTR VIEW**

As of JUNE 30, 2013

CLOSE

Click to Sort Dates

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST 1

MONTHLY AVERAGES

Data	QTR MONTH											
	2012Q2	2012Q3	2012Q4	2013Q1	2013Q2							
	QTR				APR13		MAY13		JUN13		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
Paid Recoveries *												
Inventory (#)	242	281	339	367	391		391		403		395	
Recoveries (#)	11	8	13	15	15	15	15	15	12	15	14	15
0-12 Mos	6	6	9	9	11	10	7	11	11	11	10	11
13-24 Mos	3	1	3	3	4	3	8	3	1	3	4	3
25-36 Mos	1	0	2	1		1		1		1		1
37-60 Mos		1		1		1		1		1		1
61-120 Mos	1			0		0		0		0		0
121 + Mos						0		0		0		0
Recovery - Total	11	8	13	15	15	15	15	15	12	15	14	15
Recoveries / Day	1	0	1	1	1	1	1	1	1	1	1	1
Actual to Plan %	126.5%	78.1%	86.7%	103.0%	102.2%	100.0%	96.9%	100.0%	77.9%	100.0%	92.2%	100.0%
Paid Reopens **												
# Reopen	1	1	1	1	4	1		1	1	1	2	1
Rate %	12.1%	16.7%	10.0%	9.1%	26.7%	8.4%		7.9%	8.3%	7.3%	11.9%	7.9%
LAR - Current												
# Decisions	20	35	39	45	33	49	44	40	35	42	37	44
# Approvals	16	30	33	41	30	41	34	33	32	34	32	36
LAR - Total %	83.1%	85.6%	85.3%	89.7%	90.9%	82.5%	77.3%	82.5%	91.4%	82.5%	85.7%	82.5%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilities only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000005

PRINT**WEEKLY TRACKING - QTR VIEW**

As of JUNE 30, 2013

CLOSE

Click to Sort Dates

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

MONTHLY AVERAGES

Data	QTR MONTH											
	2012Q2	2012Q3	2012Q4	2013Q1	2013Q2							
	QTR				APR13		MAY13		JUN13		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
Inventory (#)	35,872	35,794	35,524	35,389	35,352		35,210		35,055		35,206	
Recoveries (#)	319	310	300	300	312	294	289	296	272	270	291	287
0-12 Mos	214	213	203	220	221	202	204	203	182	187	202	197
13-24 Mos	60	55	55	39	44	48	47	50	45	44	45	47
25-36 Mos	16	18	16	13	17	19	19	19	15	17	17	18
37-60 Mos	18	10	14	13	10	12	13	12	11	11	11	12
61-120 Mos	6	7	7	8	11	7	2	7	15	7	9	7
121 + Mos	5	6	3	6	9	5	4	5	4	5	6	5
Recovery - Total	319	310	300	300	312	294	289	296	272	270	291	287
Recoveries / Day	15	15	15	14	14	13	13	13	14	14	14	13
Actual to Plan %	102.2%	102.2%	104.4%	106.4%	106.5%	100.0%	97.9%	100.0%	100.7%	100.0%	101.6%	100.0%
<i>Paid Reopens **</i>												
# Reopen	38	26	42	36	35	38	59	37	30	33	41	36
Rate %	11.9%	8.5%	14.1%	12.0%	11.2%	12.8%	20.4%	12.6%	11.0%	12.4%	14.2%	12.6%
<i>LAR - Current</i>												
# Decisions	715	709	635	693	729	706	588	694	564	670	627	690
# Approvals	594	574	518	582	616	582	481	572	467	552	521	569
LAR - Total %	83.0%	81.0%	81.7%	84.0%	84.5%	82.5%	81.8%	82.5%	82.8%	82.5%	83.1%	82.5%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilities only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000006

PRINT**WEEKLY TRACKING - QTR VIEW**

As of JUNE 30, 2014

CLOSE

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST 1

Click to Sort Dates**MONTHLY AVERAGES**

Data	QTR MONTH											
	2013Q2	2013Q3	2013Q4	2014Q1	2014Q2							
	QTR				APR14		MAY14		JUN14		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
<i>Inventory (#)</i>	395	411	380	383	379		381		365		375	
<i>Recoveries (#)</i>	14	13	12	12	12	14	16	15	8	14	12	14
<i>0-12 Mos</i>	10	8	9	8	10	9	12	11	6	10	9	10
<i>13-24 Mos</i>	4	2	2	2	1	3	1	3	2	3	1	3
<i>25-36 Mos</i>			0	1	1	1	2	1		1	1	1
<i>37-60 Mos</i>		1	0	1		1	1	0		1	0	1
<i>61-120 Mos</i>		1	0	1		0		0		0		0
<i>121 + Mos</i>				0		0		0				0
<i>Recovery - Total</i>	14	13	12	12	12	14	16	15	8	14	12	14
<i>Recoveries / Day</i>	1	1	1	1	1	1	1	1	0	1	1	1
<i>Actual to Plan %</i>	92.2%	88.5%	96.2%	86.2%	85.3%	100.0%	104.0%	100.0%	58.2%	100.0%	83.4%	100.0%
<i>Paid Reopens **</i>												
<i># Reopen</i>	2	1	1	2		1	5	1	2	1	2	1
<i>Rate %</i>	11.9%	7.5%	5.4%	18.9%		8.7%	31.3%	7.8%	25.0%	8.7%	19.4%	8.4%
<i>LAR - Current</i>												
<i># Decisions</i>	37	40	28	37	42	41	44	44	34	46	40	44
<i># Approvals</i>	32	35	25	34	38	34	39	37	29	38	35	36
<i>LAR - Total %</i>	85.7%	88.2%	88.1%	91.9%	90.5%	83.0%	88.6%	83.0%	85.3%	83.0%	88.3%	83.0%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilities only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000007

PRINT**WEEKLY TRACKING - QTR VIEW**

As of JUNE 30, 2014

CLOSE

Click to Sort Dates

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

MONTHLY AVERAGES

Data	QTR MONTH											
	2013Q2	2013Q3	2013Q4	2014Q1	2014Q2							
	QTR				APR14		MAY14		JUN14		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
Inventory (#)	35,206	34,988	34,845	34,712	34,610		34,573		34,535		34,573	
Recoveries (#)	291	288	292	289	280	293	320	278	271	270	290	280
0-12 Mos	202	207	206	206	187	204	234	194	199	184	207	194
13-24 Mos	45	40	46	50	44	50	50	46	43	47	46	48
25-36 Mos	17	18	16	14	19	15	12	15	11	16	14	15
37-60 Mos	11	12	10	7	18	11	13	11	7	11	13	11
61-120 Mos	9	7	7	5	9	7	9	7	5	7	8	7
121 + Mos	6	4	8	7	3	5	2	5	6	5	4	5
Recovery - Total	291	288	292	289	280	293	320	278	271	270	290	280
Recoveries / Day	14	14	14	14	13	13	15	13	13	13	14	13
Actual to Plan %	101.8%	101.2%	105.2%	102.1%	95.8%	100.0%	115.5%	100.0%	100.5%	100.0%	103.8%	100.0%
<i>Paid Reopens **</i>												
# Reopen	41	33	36	44	41	35	45	34	28	33	38	34
Rate %	14.2%	11.3%	12.2%	15.1%	14.6%	11.9%	14.1%	12.1%	10.3%	12.4%	13.1%	12.1%
<i>LAR - Current</i>												
# Decisions	627	664	628	674	628	690	678	664	646	671	651	675
# Approvals	521	555	537	571	537	572	579	551	540	557	552	560
LAR - Total %	83.1%	83.6%	85.4%	84.7%	85.5%	83.0%	85.4%	83.0%	83.6%	83.0%	84.8%	83.0%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilities only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000008

PRINT**WEEKLY TRACKING - QTR VIEW**

As of SEPTEMBER 30, 2013

CLOSE

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST 1

Click to Sort Dates

MONTHLY AVERAGES

Data	QTR MONTH											
	2012Q3	2012Q4	2013Q1	2013Q2	2013Q3							
	QTR				JUL13		AUG13		SEP13		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
Inventory (#)	281	339	367	395	409		414		410		411	
Recoveries (#)	8	13	15	14	10	14	15	15	15	16	13	15
0-12 Mos	6	9	9	10	1	10	13	11	11	11	8	11
13-24 Mos	1	3	3	4	4	3	2	2	1	2	2	2
25-36 Mos	0	2	1			1		1		1		1
37-60 Mos	1		1		4	1		1		1	1	1
61-120 Mos			0		1	0		0	3	1	1	0
121 + Mos						0		0		0		0
Recovery - Total	8	13	15	14	10	14	15	15	15	16	13	15
Recoveries / Day	0	1	1	1	0	1	1	1	1	1	1	1
Actual to Plan %	78.1%	86.7%	103.0%	92.2%	70.5%	100.0%	98.3%	100.0%	95.2%	100.0%	88.5%	100.0%
<i>Paid Reopens **</i>												
# Reopen	1	1	1	2	1	1		1	2	1	1	1
Rate %	16.7%	10.0%	9.1%	11.9%	10.0%	8.6%		7.6%	13.3%	6.2%	7.5%	7.4%
<i>LAR - Current</i>												
# Decisions	35	39	45	37	42	39	53	41	24	46	40	42
# Approvals	30	33	41	32	36	32	45	34	24	38	35	35
LAR - Total %	85.6%	85.3%	89.7%	85.7%	85.7%	82.5%	84.9%	82.5%	100.0%	82.5%	88.2%	82.5%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilities only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000009

PRINT**WEEKLY TRACKING - QTR VIEW**

As of SEPTEMBER 30, 2013

CLOSE

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

Click to Sort Dates

MONTHLY AVERAGES

Data	QTR MONTH											
	2012Q3	2012Q4	2013Q1	2013Q2	2013Q3							
	QTR				JUL13		AUG13		SEP13		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
Inventory (#)	35,794	35,524	35,389	35,206	35,023		35,023		34,917		34,988	
Recoveries (#)	310	300	300	291	257	290	299	296	309	272	288	286
0-12 Mos	213	203	220	202	173	198	232	206	217	191	207	199
13-24 Mos	55	55	39	45	38	48	36	47	47	42	40	46
25-36 Mos	18	16	13	17	22	19	15	18	17	16	18	17
37-60 Mos	10	14	13	11	15	12	9	12	11	11	12	12
61-120 Mos	7	7	8	9	3	7	6	7	12	7	7	7
121 + Mos	6	3	6	6	6	5	1	5	5	5	4	5
Recovery - Total	310	300	300	291	257	290	299	296	309	272	288	286
Recoveries / Day	15	15	14	14	12	13	14	13	15	14	14	13
Actual to Plan %	102.2%	104.4%	106.4%	101.6%	88.9%	100.0%	101.2%	100.0%	113.7%	100.0%	101.0%	100.0%
<i>Paid Reopens **</i>												
# Reopen	26	42	36	41	32	36	32	36	34	32	33	35
Rate %	8.5%	14.1%	12.0%	14.2%	12.5%	12.6%	10.7%	12.2%	11.0%	11.9%	11.3%	12.2%
<i>LAR - Current</i>												
# Decisions	709	635	693	627	668	633	684	613	639	651	664	632
# Approvals	574	518	582	521	564	522	576	506	524	537	555	522
LAR - Total %	81.0%	81.7%	84.0%	83.1%	84.4%	82.5%	84.2%	82.5%	82.0%	82.5%	83.6%	82.5%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilitys only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000010

PRINT**WEEKLY TRACKING - QTR VIEW**

As of SEPTEMBER 30, 2014

CLOSE

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST 1

Click to Sort Dates

MONTHLY AVERAGES

Data	QTR MONTH											
	2013Q3	2013Q4	2014Q1	2014Q2	2014Q3							
	QTR				JUL14		AUG14		SEP14		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
Inventory (#)	411	380	383	375	384		359		285		343	
Recoveries (#)	13	12	12	12	17	16	8	14	16	10	14	13
0-12 Mos	8	9	8	9	15	11	5	9	14	6	11	9
13-24 Mos	2	2	2	1	1	3	1	3	1	3	1	3
25-36 Mos		0	1	1	1	1		1	1	1	1	1
37-60 Mos	1	0	1	0		0	1	1		1	0	1
61-120 Mos	1	0	1			0	1	0		0	0	0
121 + Mos			0					0				0
Recovery - Total	13	12	12	12	17	16	8	14	16	10	14	13
Recoveries / Day	1	1	1	1	1	1	0	1	1	0	1	1
Actual to Plan %	88.5%	96.2%	86.2%	83.4%	107.9%	100.0%	58.1%	100.0%	156.7%	100.0%	103.2%	100.0%
<i>Paid Reopens **</i>												
# Reopen	1	1	2	2	2	1	1	1	1	1	1	1
Rate %	7.5%	5.4%	18.9%	19.4%	11.8%	7.9%	12.5%	8.7%	6.3%	11.9%	9.8%	9.2%
<i>LAR - Current</i>												
# Decisions	40	28	37	40	41	43	16	43	32	32	30	39
# Approvals	35	25	34	35	36	36	13	35	29	27	26	33
LAR - Total %	88.2%	88.1%	91.9%	88.3%	87.8%	83.0%	81.3%	83.0%	90.6%	83.0%	87.6%	83.0%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilities only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000011

PRINT**WEEKLY TRACKING - QTR VIEW**

As of SEPTEMBER 30, 2014

CLOSE

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

Click to Sort Dates

MONTHLY AVERAGES

Data	QTR MONTH											
	2013Q3	2013Q4	2014Q1	2014Q2	2014Q3							
	QTR				JUL14		AUG14		SEP14		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
Inventory (#)	34,988	34,845	34,712	34,573	34,523		34,453		34,381		34,452	
Recoveries (#)	288	292	289	290	309	284	278	270	282	255	290	269
0-12 Mos	207	206	206	207	220	197	213	187	198	172	210	185
13-24 Mos	40	46	50	46	52	46	19	44	54	45	42	45
25-36 Mos	18	16	14	14	19	16	13	16	12	15	15	16
37-60 Mos	12	10	7	13	8	11	12	11	7	11	9	11
61-120 Mos	7	7	5	8	8	7	14	7	5	7	9	7
121 + Mos	4	8	7	4	2	5	7	5	6	5	5	5
Recovery - Total	288	292	289	290	309	284	278	270	282	255	290	269
Recoveries / Day	14	14	14	14	14	13	13	13	13	12	14	13
Actual to Plan %	101.2%	105.2%	102.1%	103.8%	109.3%	100.0%	103.2%	100.0%	110.6%	100.0%	107.6%	100.0%
<i>Paid Reopens **</i>												
# Reopen	33	36	44	38	40	35	27	34	61	34	43	34
Rate %	11.3%	12.2%	15.1%	13.1%	12.9%	12.4%	9.7%	12.4%	21.6%	13.2%	14.7%	12.7%
<i>LAR - Current</i>												
# Decisions	664	628	674	651	626	668	650	670	624	658	633	666
# Approvals	555	537	571	552	542	555	550	556	539	546	544	552
LAR - Total %	83.6%	85.4%	84.7%	84.8%	86.6%	83.0%	84.6%	83.0%	86.4%	83.0%	85.8%	83.0%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilities only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000012

PRINT**WEEKLY TRACKING - QTR VIEW**

As of DECEMBER 31, 2013

CLOSE

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST 1

Click to Sort Dates

MONTHLY AVERAGES

Data	QTR MONTH											
	2012Q4	2013Q1	2013Q2	2013Q3	2013Q4							
	QTR				OCT13		NOV13		DEC13		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
Inventory (#)	339	367	395	411	409		376		356		380	
Recoveries (#)	13	15	14	13	10	15	11	11	16	12	12	13
0-12 Mos	9	9	10	8	7	11	9	7	11	8	9	9
13-24 Mos	3	3	4	2	3	3	1	2	3	2	2	2
25-36 Mos	2	1				1		1	1	1	0	1
37-60 Mos		1		1		1		0	1	0	0	1
61-120 Mos		0		1		1	1	0		0	0	0
121 + Mos						0		0		0		0
Recovery - Total	13	15	14	13	10	15	11	11	16	12	12	13
Recoveries / Day	1	1	1	1	0	1	1	1	1	1	1	1
Actual to Plan %	86.7%	103.0%	92.2%	88.5%	65.2%	100.0%	98.5%	100.0%	134.0%	100.0%	96.2%	100.0%
<i>Paid Reopens **</i>												
# Reopen	1	1	2	1		1	1	1	1	1	1	1
Rate %	10.0%	9.1%	11.9%	7.5%		7.8%	9.1%	8.6%	6.3%	8.5%	5.4%	8.3%
<i>LAR - Current</i>												
# Decisions	39	45	37	40	37	42	23	42	24	32	28	39
# Approvals	33	41	32	35	34	35	21	34	19	26	25	32
LAR - Total %	85.3%	89.7%	85.7%	88.2%	91.9%	82.5%	91.3%	82.5%	79.2%	82.5%	88.1%	82.5%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountability only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000013

PRINT**WEEKLY TRACKING - QTR VIEW**As of **DECEMBER 31, 2013**

CLOSE

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

Click to Sort Dates

MONTHLY AVERAGES

Data	MONTH											
	2012Q4	2013Q1	2013Q2	2013Q3	2013Q4							
	QTR				OCT13		NOV13		DEC13		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
Inventory (#)	35,524	35,389	35,206	34,988	34,929		34,836		34,771		34,845	
Recoveries (#)	300	300	291	288	291	317	287	254	299	265	292	279
0-12 Mos	203	220	202	207	207	221	185	174	226	181	206	192
13-24 Mos	55	39	45	40	42	50	51	43	44	46	46	46
25-36 Mos	16	13	17	18	13	19	22	15	14	15	16	16
37-60 Mos	14	13	11	12	16	13	6	11	7	12	10	12
61-120 Mos	7	8	9	7	3	8	13	6	5	7	7	7
121 + Mos	3	6	6	4	10	6	10	5	3	5	8	5
Recovery - Total	300	300	291	288	291	317	287	254	299	265	292	279
Recoveries / Day	15	14	14	14	13	14	15	13	15	13	14	13
Actual to Plan %	104.4%	106.4%	101.6%	101.0%	91.9%	100.0%	113.3%	100.0%	112.7%	100.0%	105.0%	100.0%
<i>Paid Reopens **</i>												
# Reopen	42	36	41	33	43	39	27	32	37	33	36	34
Rate %	14.1%	12.0%	14.2%	11.3%	14.8%	12.1%	9.4%	12.5%	12.4%	12.5%	12.2%	12.3%
<i>LAR - Current</i>												
# Decisions	635	693	627	664	760	674	614	697	511	686	628	686
# Approvals	518	582	521	555	623	556	550	575	437	566	537	566
LAR - Total %	81.7%	84.0%	83.1%	83.6%	82.0%	82.5%	89.6%	82.5%	85.5%	82.5%	85.4%	82.5%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilities only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000014

PRINT**WEEKLY TRACKING - QTR VIEW****As of DECEMBER 31, 2014**

CLOSE

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST 1

Click to Sort Dates

MONTHLY AVERAGES

Data	QTR MONTH											
	2013Q4	2014Q1	2014Q2	2014Q3	2014Q4							
	QTR				OCT14		NOV14		DEC14		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
Inventory (#)	380	383	375	343	272		244		211		242	
Recoveries (#)	12	12	12	14	22	12	11	8	7	8	13	9
0-12 Mos	9	8	9	11	13	7	7	4	3	4	8	5
13-24 Mos	2	2	1	1	6	3	3	2	2	2	4	2
25-36 Mos	0	1	1	1	3	1		1	1	1	1	1
37-60 Mos	0	1	0	0		0	1	0	1	0	1	0
61-120 Mos	0	1		0		0		0		0		0
121 + Mos		0				0		0				0
Recovery - Total	12	12	12	14	22	12	11	8	7	8	13	9
Recoveries / Day	1	1	1	1	1	1	1	0	0	0	1	0
Actual to Plan %	96.2%	86.2%	83.4%	103.2%	183.9%	100.0%	140.8%	100.0%	91.5%	100.0%	145.9%	100.0%
<i>Paid Reopens **</i>												
# Reopen	1	2	2	1	1	1	1	1	3	1	2	1
Rate %	5.4%	18.9%	19.4%	9.8%	4.5%	12.0%	9.1%	14.7%	42.9%	16.9%	12.5%	14.1%
<i>LAR - Current</i>												
# Decisions	28	37	40	30	23	31	19	26	27	28	23	28
# Approvals	25	34	35	26	23	26	17	22	23	23	21	24
LAR - Total %	88.1%	91.9%	88.3%	87.6%	100.0%	83.0%	89.5%	83.0%	85.2%	83.0%	91.3%	83.0%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilities only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000015

PRINT**WEEKLY TRACKING - QTR VIEW**

As of DECEMBER 31, 2014

CLOSE

Click to Sort Dates

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

MONTHLY AVERAGES

Data	QTR MONTH											
	2013Q4	2014Q1	2014Q2	2014Q3	2014Q4							
	QTR				OCT14		NOV14		DEC14		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
Paid Recoveries *												
Inventory (#)	34,845	34,712	34,573	34,452	34,337		34,210		34,234		34,260	
Recoveries (#)	292	289	290	290	266	290	203	216	228	246	232	250
0-12 Mos	206	206	207	210	173	193	134	144	134	161	147	166
13-24 Mos	46	50	46	42	42	52	32	39	56	46	43	46
25-36 Mos	16	14	14	15	29	18	16	14	13	16	19	16
37-60 Mos	10	7	13	9	6	12	8	10	14	11	9	11
61-120 Mos	7	5	8	9	8	8	10	6	4	7	7	7
121 + Mos	8	7	4	5	8	6	3	3	7	5	6	5
Recovery - Total	292	289	290	290	266	290	203	216	228	246	232	250
Recoveries / Day	14	14	14	14	12	13	11	12	11	12	11	12
Actual to Plan %	105.2%	102.1%	103.8%	107.6%	92.1%	100.0%	94.1%	100.0%	92.7%	100.0%	92.8%	100.0%
Paid Reopens **												
# Reopen	36	44	38	43	33	38	25	30	32	34	30	34
Rate %	12.2%	15.1%	13.1%	14.7%	12.4%	13.3%	12.3%	13.7%	14.0%	13.7%	12.9%	13.6%
LAR - Current												
# Decisions	628	674	651	633	632	657	512	665	600	615	581	646
# Approvals	537	571	552	544	561	546	425	552	485	511	490	536
LAR - Total %	85.4%	84.7%	84.8%	85.8%	88.8%	83.0%	83.0%	83.0%	80.8%	83.0%	84.3%	83.0%

* Paid Recoveries are those open at the BOM, with payment prior to end of month

** Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

The financial metrics contained in this report reflect general business projections based on the company's historical experience adjusted for its current business composition and outlook. They represent broad guideposts only, and do not constitute any form of denial or closure targets. They may not be used to determine the outcome of a particular claim, each of which must be evaluated on its own merits without regard to any general or specific business plan projections. These metrics are intended for those with managerial accountabilities only, and are not intended for, and should not be shared with, Disability Benefits Specialists.

CONFIDENTIAL

KNUTH-MS-WKLYTRACKINGIDI-000016